



Appendix B

Personnel

Contents

Introduction	page-B-1-1
Canine Officers	page-B-1-2
Managing Detector Dogs	page-B-1-2
Training Detector Dogs	page-B-1-3
Maintaining Public Awareness and Communication	page-B-1-3
Monitoring Reports and Documentation	page-B-1-3
Co-workers (Nonhandlers)	page-B-1-4
Local Managers (Supervisors, Port Directors, and SPHDs)	page-B-1-4
Requesting New Detector Dog Teams	page-B-1-4
Managing Detector Dog Teams	page-B-1-5
Maintaining Public Awareness and Communication	page-B-1-5
Utilizing Detector Dogs	page-B-1-5
Monitoring Reports and Documentation	page-B-1-6
Regional Canine Program Coordinators (RCPCs)	page-B-1-7
Regional Program Managers (RPMs)	page-B-1-8
National Detector Dog Instructors	page-B-1-9
Animal Care Technicians at the NDDTC	page-B-1-10
Professional Development Center (PDC)	page-B-1-10
National Detector Dog Training Center (NDDTC)	page-B-1-11
National Detector Dog Program Manager (NDDPM)	page-B-1-11
Ensures that effective communication is a DDP norm	page-B-1-11

Introduction

Use this appendix to identify the main roles and responsibilities that support detector dog activities in PPQ. The roles and responsibilities listed for the positions described are not all inclusive of the tasks performed by those who hold the positions.

PPQ's detector dog activities are managed within the regional structure by the RCPCs. At their assigned work location, the detector dog teams may be directed by a supervisor, manager, or port director. Supervisory and administrative support are provided through normal PPQ channels.

Those who support detector dog activities in PPQ hold the following positions:

- ◆ Canine Officers
- ◆ Co-workers (nonhandlers)
- ◆ Local managers (supervisors, port directors)
- ◆ RCPCs
- ◆ Regional program managers
- ◆ National Detector Dog Instructors
- ◆ Animal Care Technicians at NDDTC
- ◆ PDC
- ◆ NDDPM

Canine Officers

Following are the major responsibilities of Canine Officers organized by these categories:

- ◆ **Managing Detector Dogs**
- ◆ **Training Detector Dogs**
- ◆ **Maintaining Public Awareness and Communication**
- ◆ **Monitoring Reports and Documentation**



In addition to other GS-436 performance elements, the following are examples of detector dog performance elements related to detector dog activities which can be used in part or modified for work unit utilization.

Some performance elements may combine various aspects of maintaining a detector dog or may be separated into more specific elements.

The port directors are responsible for delegating and implementing performance standards based on Department, Agency, and contractual requirements. Contact an employee relations specialist and/or RCPC for assistance in updating and/or revising performance standards for Canine Officers.

Managing Detector Dogs

Quickly detect any deviation in a dog's behavior and is able to correlate it with the dog's productivity. Is sensitive to a dog's health and is able to detect signs of illness in order to get immediate medical attention, if necessary. Maintain good animal welfare standards including the proper health program, environment, diet, and housing.

Utilize the detector dogs in innovative ways and work for maximum periods on flights where a dog is most useful in detecting quarantine material interceptions (QMIs). Review flights with RCPCs and coordinate with supervisors to determine which flights will be worked. Is diligent in following up on positive and negative responses. Keep dogs on leashes or in kennels at all times unless in secure, fenced-in areas.

Display support for improved customer service and finds ways to improve the detector dog activities.

- ◆ Is able to work independently with little or no direct supervision.

Training Detector Dogs

Maintain the motivation of their dog and conduct appropriate training. Procure, use, and maintain training aids and supplies for the ongoing training of detector dogs in order to increase their proficiency. Set up an area with the proper environment to conduct training and follow standard operating procedures at all times. Provide technical assistance to peer Canine Officers in order to overcome problems that may exist in the proficiency and deployment of their detector dogs. Maintain credibility of the detector dog team by successfully passing validation test when given.

Maintaining Public Awareness and Communication

Communicate to schools, public groups, and/or other parties requesting information on the detector dog programs. Structure each presentation to meet the needs of the benefiting group.

Actively develop a network of contacts that results in demonstrations that highlight PPQ's mission and detector dog activities. Establish and maintain effective relationships with print and broadcast media representatives.

Maintain adequate stock of outreach information (bookmarks, coloring books, etc.) that serves to expand understanding and awareness. Order outreach information through the RCPC.

When queried by passengers, promote public awareness of PPQ's mission.

Monitoring Reports and Documentation

Keep daily records of inspectional activities, control measures, applied regulatory procedures, training records, cost effectiveness, detector dog behavior, detector dog health, and detector dog proficiency.

Complete monthly narrative and statistical reports on detector dog activities. Prepare and submit an electronic version **by the 10th of the following month accurate and complete** monthly narratives as required in all phases of work with little or no direct supervision.

Maintain an updated copy of health records for each dog.

(Refer to **Appendix H, Reporting and Documentation**, for samples of the records maintained by Canine Officers.)

Co-workers (Nonhandlers)

Coworkers:

- ◆ Understand and cooperate with local operational procedures established for detector dog activities.
- ◆ Periodically assist a Canine Officer in baggage inspection to which a detector dog responds on the spot. This assistance may be incorporated in a rotating position.
- ◆ Help new Canine Officers with on-the-job secondary inspection.
- ◆ Realize that new detector dog teams and experienced teams with a 2-week or more period of inactivity will initially send to secondary inspection many responses that may not yield agricultural seizures. Improvement of reliability is indicated with regularity of detector dog work.
- ◆ Hold declarations for new Canine Officers to review, if possible.

Local Managers (Supervisors, Port Directors, and SPHDs)

The major responsibilities of local managers related to detector dog activities are organized by these categories:

- ◆ **Requesting New Detector Dog Teams**
- ◆ **Managing Detector Dog Teams**
- ◆ **Maintaining Public Awareness and Communication**
- ◆ **Handling Media Events**
- ◆ **Utilizing Detector Dogs**

Requesting New Detector Dog Teams

Local managers:

- ◆ Request that feasibility studies to be conducted by an RCPC.
- ◆ Select new Canine Officers, with input from RCPCs.

Managing Detector Dog Teams

Local managers:

- ◆ Support the detector dog program.
- ◆ Must ensure that all kennel requirements are met in selecting a kennel. Choose a kennel, along with Canine Officers and the RCPC.
- ◆ Must ensure that kenneling and sanitization standards are being met. Visit the kennel at least twice a year.
- ◆ Help to select a veterinarian, along with Canine Officers and the RCPC.
- ◆ Review scheduling to ensure that adequate time is given to Canine Officers for veterinary and kenneling appointments.
- ◆ Ensure that Canine Officers are taking care of their detector dogs. Monitor and observe that Canine Officers: groom their dogs, routinely feed their dogs; maintain feeding schedules; follow health care schedules and maintain records; effectively handle injured or ill dogs; conduct daily health checks; routinely schedule dental care and health care visits; and monitor the service provided by veterinarians and their facilities.
- ◆ Provide support to RCPCs when conducting local detector dog teams validation testing

Maintaining Public Awareness and Communication

Local managers:

- ◆ Direct detector dog activities at their work locations and keep the RCPC informed.
- ◆ Work with Canine Officers before and during local presentations.

Handling Media Events

Local managers:

- ◆ Ensure that all media events are channelled through the RCPC.

Utilizing Detector Dogs

Local managers:

- ◆ Introduce Canine Officers to the work location (including kennels, port locations, etc.) and to PPQ.
- ◆ Facilitate understanding and support. Local managers may communicate to U.S. Customs, Immigration, Public Health, and port personnel about the operational procedures of detector dog teams.

- ◆ Encourage and allow Canine Officers to work with RCPCs to develop different inspection techniques unique to local working environments. Detector dog teams' working areas are those for which they were trained by the NDDTC.
- ◆ Facilitate understanding and cooperation among the local work force by periodically assigning rotating PPQ officers or technicians to assist Canine Officers in inspecting flights during baggage inspection and allowing PPQ officers or technicians to assist in on-site training of detector dogs.
- ◆ Work with the RCPC to establish a work schedule for detector dog teams that will take advantage of international traffic (flights, mail, cargo) that best uses detector dogs, based on the results of feasibility studies, port records such as PPQ 212s, WADS, AQI monitoring data, pest risk, and country risk (high, medium, or low), and other port activities. With Canine Officers determine targeted flights within this time frame.
- ◆ Support training activities required of detector dog teams by allowing the time, the equipment, and the supplies necessary to maintain the proficiency of detector dogs.
- ◆ Provide vehicles to transport detector dogs from the kennel to the work site and other detector dog activities. In conjunction with RCPCs, ensure that Canine Officers are adhering to safety requirements of vehicles.
- ◆ Allow travel time to and from kenneling, training day, veterinary appointments, and periodic trips to purchase dog food, training supplies, etc.

Monitoring Reports and Documentation

Local managers:

- ◆ Ensure that Canine Officers properly document daily activities and prepare monthly reports.
- ◆ Ensure accuracy and timeliness (**by the 10th of the following month**) of monthly reports and monthly training records from Canine Officers.
- ◆ Send documentation to port directors and RCPCs.

Refer to [**Appendix H, Reporting and Documentation**](#), for samples of the records maintained by Canine Officers.

Regional Canine Program Coordinators (RCPCs)

RCPCs:

- ◆ Manage detector dog activities for the region by establishing and implementing national goals and objectives for detector dog activities. Maintain systems to monitor regional activities, to identify problems, to provide solutions, and to report actions.
- ◆ Provide expert and technical advice about such topics as regional and national guidelines, limits of detector dog team utilization, and scheduling effectiveness.
- ◆ Ensure Canine Officers meet established national procedures in order to maintain a high level of proficiency in the detector dog teams of the region.
- ◆ Conduct site visits to gather information and provide support to Port Directors and Canine Officers in order to improve detector dog activities and procedures. Must visit work locations at least once a year; additional visits are scheduled as needed.
- ◆ Conduct new handler assessment. Upon completion, write assessment report. Send copies to the Port Director, the RPM, and NDDTC.
- ◆ Conduct replacement dog follow-up/assessment and upon completion, write assessment report.
- ◆ Conduct Canine Officer Supervisory Training (COST).
- ◆ Conduct feasibility studies within the region and recommend detector dog utilization to the appropriate manager.
- ◆ Provide technical advice about hiring Canine Officers, and serve as a member of selection panel, if requested, on a regional basis.
- ◆ Provide technical advice about selecting veterinarians for detector dog health care and choosing kennels.
- ◆ Collect, review, and evaluate monthly statistical and narrative reports from the detector dog teams within the region. Prepare annual reports for interested parties at the regional and national levels.
- ◆ Represent regional detector dog program issues at regional and national meetings, as requested.
- ◆ Recommend retirement of detector dogs in conjunction/consultation with RPM and NDDPM.
- ◆ Participate in workforce planning and future trends and direction for detector dog activities by evaluating statistical analyses and visual observations; identifying and establishing trends, maintaining statistical records, and knowing the proficiency of detector dog teams.

- ◆ Assess new areas to work detector dog teams.
- ◆ Handle administrative concerns related to managing detector dog teams, such as purchasing field-supplied equipment, acquiring kenneling and veterinary services, arranging for logistics, and preparing justifications.
- ◆ Assist the NDDTC in procuring detector dogs.
- ◆ Identify and recommend training needs and curriculum changes for regional detector dog personnel and initiate training and/or secure and obtain approval for funds to initiate training.
- ◆ Ensure that the regional public awareness efforts effectively utilize detector dogs to convey the PPQ mission to the public. Duties related to public awareness are arranging for and conducting interviews and providing printed information and electronic media.
- ◆ Conduct validation tests on detector dog teams within the region.
- ◆ Work with local managers to schedule training for new detector dog teams.
- ◆ Serve as a member of a detector dog team when not performing regional duties to maintain proficiency. In this capacity, all roles and responsibilities of Canine Officers would apply to RCPCs.

Regional Program Managers (RPMs)

RPMs:

- ◆ Ensure and promote consistency in detector dog operations.
- ◆ Represent regional detector dog activities at regional and national meetings upon request.
- ◆ Supervise and direct RCPCs.
- ◆ Get input from RCPCs for national policy.
- ◆ Provide assistance to RCPCs in resolving detector dog issues (requests for regional meetings, requests for funding, budget.)
- ◆ Coordinate with RCPCs to identify training needs for regional detector dog personnel, secure funding, make decisions on what and how.
- ◆ Submit an annual report to the NDDPM.
- ◆ Consult/advise with the NDDPM regarding retirement of detector dogs.

National Detector Dog Instructors

The National Detector Dog Instructors:

- ◆ Procure detector dogs; perform a final temperament test and give final approval of selected dogs.
- ◆ Conduct training of detector dogs before Canine Officers arrive at NDDTC. This training includes protocol training on specific meat and fruit products (target odors) and nontarget odor training. Then conduct training of detector dog teams including: basic conditioning and commands, adaptation, and exposure to work location environments and detection work.
- ◆ Conduct Basic Canine Officer Training (BCOT).
- ◆ Support work locations that have detector dog teams by:
 - ❖ Providing constructive feedback to Canine Officers relating to training procedures and problems for the first 6 months after leaving NDDTC. (This timeframe may be extended by any party of interest.)
 - ❖ Providing technical assistance upon request.
- ◆ Maintain training supplies and equipment at NDDTC. This responsibility includes acquiring and maintaining:
 - ❖ Uncontaminated baggage (hard- and soft-sided), cardboard boxes, and paper bags
 - ❖ Target items (meat, fruits, and vegetables)
 - ❖ Nontarget items typical of flights to be encountered at the assigned work location of the detector dogs
 - ❖ Veterinary and kenneling services
 - ❖ Dog food, leashes and leads, collars, reward pouches, crates, etc.
- ◆ Develop and maintain training materials, such as instructor guides, handouts, exercises, tests, and evaluation instruments.

Animal Care Technicians at the NDDTC

Animal Care Technicians at the NDDTC:

- ◆ Care for, feed, and attend to the health and general well being of dogs.
- ◆ Keep track of detector dog health records, insuring vaccinations are kept up to date, and all medical issues are taken care of and documented.
- ◆ Maintain an adoption list and the adoption of dogs at NDDTC.
- ◆ Pick up and ship dogs to and from NDDTC.
- ◆ Take dogs to the veterinarian for routine visits as well as emergencies.
- ◆ Train new Canine Officers in kennel care and basic animal health care.
- ◆ Order all kennel supplies.
- ◆ Clean kennel facilities daily and maintain overall kennel safety.
- ◆ Bathe dogs.
- ◆ Assist in procuring dogs.
- ◆ Assist the National Detector Dog Instructors with placement of dogs with new Canine Officers.

Professional Development Center (PDC)

The Professional Development Center is responsible for providing leadership and administrative support to the National Detector Dog Training Center (NDDTC). The PDC supports the NDDTC in the following ways:

- ◆ Assists with the development of strategic training goals and objectives that are aligned with national detector dog program activities, policies, procedures, and operational guidelines
- ◆ Ensures that the NDDTC has the fiscal and human resources needed to accomplish its mission
- ◆ Provides administrative assistance with fiscal and human resource responsibilities such as status of funds, recruitment of personnel, procurement of outside services, etc.

National Detector Dog Training Center (NDDTC)

The National Detector Dog Training Center:

- ◆ Develops strategic training goals and objectives that are aligned with national detector dog program activities, policies, procedures, and operational guidelines
- ◆ Implements action plans for accomplishing strategic training goals and objectives
- ◆ Ensures that training provided is updated to reflect changes in national detector dog program policies, procedures, and operational guidelines
- ◆ Evaluates and assesses the effectiveness and efficiency of the training that is provided to national detector dog program personnel
- ◆ Provides technical assistance to Regional Canine Program Coordinators

National Detector Dog Program Manager (NDDPM)

In collaboration with the Regional Program Managers, the NDDPM:

- ◆ Ensures and promotes consistency in national detector dog program operations
- ◆ Provides assistance to the regions, upon request, in resolving detector dog program issues
- ◆ Represents detector dog program operations at national and international meetings and conference calls
- ◆ Formulates and writes national program policy for the detector dog program, with input from the RPMs and RCPCs
- ◆ Develops criteria/formulas/models/budget and resource justifications for planning and placement of detector dog teams and for presenting said proposals to PPQET
- ◆ Serves as the point of contact for requests for detector dog program assistance from other Federal agencies, national programs, and international sources and responds to their requests
- ◆ Works with the NDDTC to identify new training needs, supports present training initiatives, and assists in resource allocations
- ◆ Ensures that effective communication is a DDP norm

